

Quick Bibliography on e-Government

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e-Government is a very broad topic with many references: from back-end systems for e-customs, financial management and procurement to ways to use ICT for civil society participation/empowerment and business registration. This is just a very quick bibliography. If you want our ICT Team to track down some specific references, contact Judy Payne, Acting Team Leader.

Helpful and recent e-Government Toolkit from InfoDev: <http://egov.sonasi.com/toolkit> See many detailed chapters.

The Development Gateway has dozens of helpful documents. Start here:

<http://egovernment.developmentgateway.org/> as well as a list of more specific topics (all hotlinks):

[National Programs](#)

[e-Assistance](#)

[e-Democracy](#)

[e-Administration](#)

[Citizen Services](#)

[e-Procurement](#)

[Mobile Government \(m-Government\)](#)

[Technology](#)

[Policy and Law](#)

[e-Gov Strategies](#)

[Innovations](#)

A 2008 UN e-Government Survey with intro chapters with trends, basics. May be especially useful as a start to benchmarking <http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028607.pdf>

InfoDev, housed at the World Bank, regularly produces useful documents related to e-government. (They were involved in the toolkit above). See this site in general: <http://www.infodev.org/en/Topic.5.html> A few good ones are:

The e-Government Handbook for Developing Countries <http://www.infodev.org/en/Publication.16.html> A bit out of date but still useful with simple framework and plenty of examples.

e-Procurement: A big topic by itself and important for increasing transparency! There are simple and much more complex ways to add transparency to a government's procurement processes. Judy Payne has a toolkit on e-procurement that – for some reason – is not yet on the web. Just ask her. Also see these links related to e-procurement:

- e-procurement in the EU (including information that may be helpful to non-EU countries): http://www.eipa.eu/Publications/WorkingProceedings/60801/EprocSP05_SanSebastianFINAL.ppt#264,6,General
- e-procurement in World Bank activities: <http://unpan1.un.org/intradoc/groups/public/documents/CAIMED/UNPAN022514.pdf>
- an e-procurement website for multi-lateral banks (including world bank). Full of resources <http://www.mdb-egp.org>